

TSAC Update

Helping Students Achieve Their Goals Since 1974

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TSAC Revitalizes Call-Center

As our audience expands to include middle schools, companies/industry and a stronger focus on parents, the need has arisen to change the role of the call center. The outreach specialists will be moving to a regional focus that includes more travel, visits and presentations than ever before. The administrative duties they once performed dealing with e*GRandS and other special student requests will now be managed by the information specialists operating in the TSAC Call Center. The Call Center's responsibilities include:

- Updating student ACT/SAT test information
- Entering final GPA data for unverified students
- Processing student change of institution requests
- Unlocking e*GRandS users
- Adding e*GRandS users
- Deleting e*GRandS users
- Updating high school and college profile contact information in e*GRandS
- Helping counselors with forgotten usernames and passwords
- Interpreting ineligibility reasons for counselors in e*GRandS
- Assisting counselors with missing students in e*GRandS
- Updating payment status so colleges can properly certify student
- Reprinting eligibility letters for students who have not received such notification
- Moving students from the verified roster to the ready to verify roster in e*GRandS so counselors can enter GPA data
- And other miscellaneous administrative duties

As always, students, parents, counselors, financial aid personnel and anyone else seeking information about financial aid in Tennessee can reach us by calling 1-800-342-1663. (Administrators that know exactly with whom they need to speak, about a particular incident/issue, should call 1-866-291-2675 and enter the person's extension.)

Along with these new responsibilities comes a new leader at the helm. Janice Maddox, formerly the outreach specialist for west Tennessee, has taken on the role of Director of Counselor Services. Her duties include managing the call center and other special programs and initiatives as they arise, such as the much anticipated 'LiveChat' feature available in the near future at CollegePaysTN.com. As we expand our outreach and the services we offer, the TSAC Call Center will play an integral role in educating Tennesseans on planning, applying and paying for college.

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Changes to the FFEL Program

The Higher Education Reconciliation Act of 2005 dated February 8, 2006 (GEN-06-02) made changes to the FFEL Program effective July 1, 2007 as follows:

LOAN LIMITS

- ▶ The annual loan limits for first year undergraduate students who receive a combined subsidized/unsubsidized loan will increase to \$3,500.00.
- ▶ The annual loan limits for second year undergraduate students who receive a combined subsidized/unsubsidized loan will increase to \$4,500.00.
- ▶ The annual loan limits for graduate or professional students who receive an unsubsidized loan will increase to \$12,000.00.
- ▶ For those students who have a degree and are taking preparatory coursework for enrollment in a graduate or professional program, the annual unsubsidized loan limit will increase to \$7,000.00.
- ▶ For those students who have a degree and are taking coursework needed to receive a professional credential or certification from a state required for employment as an elementary or secondary school teacher, the annual unsubsidized loan limit will increase to \$7,000.00.

These increases apply to loans first disbursed on or after July 1, 2007.

ORIGINATION FEES

- ▶ Under current law, FFEL lenders are authorized to charge an origination fee on Federal Stafford loans. Beginning with loans first disbursed on or after July 1, 2007, the maximum fee that can be charged will be 1.5 percent until June 30, 2008.

TSAC Welcomes New Marketing Representative

TSAC is pleased to announce the promotion of Cathy Jones to the position of Marketing Representative. Cathy came to TSAC in December of 2005 as a client representative. She brings with her knowledge and expertise of the financial aid process. Prior to representing TSAC, she was the assistant director of financial aid at Cumberland University in Lebanon, Tenn.

In this new position Cathy will be in charge of developing and

strengthening school relationships in the student loan program with TSAC as well as providing value-added services that includes our Default Prevention program. She will be responsible for researching schools' technology needs and facilitating appropriate product solutions.

Please join us in congratulating Cathy on her promotion and in wishing her continued success within the financial aid community.



Don Lewis is TSAC's Giant of the Loan Division

Don Lewis, Financial Aid Program Specialist for Lender Relations, really stands out at TSAC. It helps that he's the tallest staff member and once in a blue moon you'll see him dressed as a Civil War soldier as he heads off for War Between the States reenactments.

When he's not playing soldier, he's working with student borrowers on customer service issues, generating reports for lenders, and administering the federal Teacher Loan



Forgiveness program. Modest about his sizeable contribution to the agency, Lewis said, "I just answer phones and do what ever pretty much needs to be done."

Lewis, who has been with the agency since 2000, is a self-proclaimed "Navy brat" born in Oakland, Calif. while his father was serving in the Korean War. His favorite sport is hunting and he enjoys country music and period music.

Comments from Don:

"I feel lucky to work for an agency that helps so many students afford higher education. Of course I'd prefer none of them have loans, but for some students, loans can make the difference between being able to go to school or not."

There's a New Way to Export information on e*GRandS

As requested by many institutions, TSAC now offers the ability to export the Information and Reconciliation Rosters for all programs to an Excel spreadsheet. These new options are listed as "Exportable Information Roster" and "Exportable Reconciliation Roster" under Rosters on the Reports link.


The addition of these two new reports will give you the option to sort by any field on the Information or Reconciliation Rosters. Be sure to note the message in red that directs you to export the rosters using the Excel (Data Only) option. This allows you to have the same functionality in Excel in using these reports.

Also, TSAC will now be updating your institutional Payment History screen with the date of disbursement and the ACH number for each payment that is processed for all programs. We hope that this information will be helpful to you in tracking payments you receive from TSAC.

Graduate Nursing Loan Forgiveness Program in Full Swing

TSAC has received over 100 applications for the new Graduate Nursing Loan Forgiveness program. To date, 93 applicants have been sent an award letter. Recipients will begin appearing on your Information Roster for this program. These students may be certified after July 1, 2007.

TSAC releases RFP for Loan Rehabs







 On June 1 TSAC released a Request for Proposal (RFP) for entities interested in submitting proposals to acquire loans through TSAC's loan rehabilitation program. If you are interested, please see the following website: <http://www.state.tn.us/finance/rds/ocr/rfp.html>. Thank you

Post General Assembly Legislation Update

The Tennessee General Assembly adjourned late Tuesday evening, June 12, 2007, after providing significant additional funding for the Tennessee Student Assistance Award program and increasing several lottery scholarship program award amounts.

By virtue of the state appropriations bill (Senate Bill 2334), TSAC should receive \$13.8 million additional funding (\$3.8 million in recurring funds and \$10 million in nonrecurring funds) to fund the need-based Tennessee Student Assistance Award program. TSAC expects to provide scholarships to an additional 6,500 students on account of this funding.

Additionally, the legislature increased the Tennessee Higher Education Lottery Scholarship award amounts for the 2007-2008 academic year as follows:

-  Basic HOPE award for students attending 4-year institutions from \$3,800 to \$4,000
-  Basic HOPE award for students attending 2-year institutions from \$1,900 to \$2,000
-  HOPE access grant award for students attending 4-year institutions from \$2,650 to \$2,750
-  HOPE access grant award for students attending 2-year institutions from \$1,700 to \$1,750
-  Wilder-Naifeh Technical Skills Grant for students seeking a diploma or certificate at a
-  Tennessee technology center from \$1,500 to \$2,000

While nearly 60 pieces of legislation, mostly lottery bills, were introduced this year to enhance student scholarship opportunities for the upcoming academic year, many of the most promising proposed changes were incorporated in lottery omnibus bills filed by the House and the Senate, respectively, with the expectation that the best proposals would emerge in one joint piece of lottery legislation. However, at adjournment, the House and Senate were unable to agree upon the terms of any lottery legislation.




Upcoming Events & Conferences

-  10/21/07 - 10/20/07
TASFAA Fall Conference
Franklin, TN
-  02/17/08 - 02/20/08
SASFAA Conference
Arlington, VA

TSAC EMPLOYMENT OPPORTUNITIES

The Tennessee Student Assistance Corporation has several employment opportunities currently available.

Current Employment Opportunities:

-  Student Information Systems Analyst
-  Telephone Counselor
-  Outreach Specialist

Please visit our website (<http://www.state.tn.us/tsac/employment.htm>) to learn more.